

Wings Care (North West) LLP

Oak Cottage

Inspection report

24 New Hall
Liverpool
Merseyside
L10 1LD

Tel: 01515255948

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21 January 2022

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Oak Cottage was registered in September 2016 and is a residential service which provides accommodation and personal care for a maximum of seven people with complex health and care needs. At the time of the inspection five people were living at the service. The accommodation consisted of six self-contained flats with a shared kitchen and lounge and a separate self-contained apartment to the rear of the main building.

We found the following examples of good practice:

Staff and people using the service all undertook a regular programme of testing to keep everyone safe and free from infection. Staff and visitors were subject to a range of screening procedures such as providing a negative test before entering the premises. Staff used appropriate PPE and people who lived at the premises were encouraged to wear surgical masks when leaving and re-entering the building.

We observed staff wearing appropriate PPE when supporting people and saw there was ample amounts of PPE available for staff, people using the service and also their visitors.

People were able to move around the building freely and easily whilst maintaining social distance from others. Communal areas were well spaced and hygienically clean.

We saw a suite of comprehensive processes and procedures in place to manage risks associated with the Covid-19 pandemic. These included how to care for staff and people using the service who were Covid positive. There were management plans for those people required to self-isolate and additional support available for people who may struggle with isolation.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Further information is in the detailed findings below.

Inspected but not rated

Oak Cottage

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

As part of CQC's response to the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 21 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.